

**Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital and LME**  
**SFY 2014**

		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Total # Patients	Total Avg Hrs Waiting
Hospital	Referring LME	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare			2	0.00					1	0.00							9	0.00	12	0.00
	Cardinal Innovations Healthcare Solutions	6	197.62	13	53.49	9	211.73	14	192.00	14	129.30	12	64.84	9	160.60	10	0.00	10	69.63	97	118.55
	CenterPoint Human Services			1	n/a					2	139.85	1	0.00			1	n/a	2	0.00	7	34.96
	East Carolina Behavioral Health	1	120.67																	1	120.67
	Eastpointe					1	0.00											3	0.00	4	0.00
	MeckLINK Behavioral Healthcare	66	84.35	68	49.43	46	63.17	38	75.28	29	154.01	28	69.47	27	12.43	23	18.57	20	26.41	345	63.14
	Partners Behavioral Health Management	31	68.90	21	248.11	18	108.15	16	38.09	19	81.22	9	17.15	19	51.68	20	34.89	33	31.63	186	80.05
	Sandhills Center											1	0.00	2	0.00			2	n/a	5	0.00
	Smoky Mountain Center	31	137.13	24	64.27	20	76.49	48	50.51	52	51.64	40	113.93	38	83.45	36	17.57	40	40.04	329	66.76
	Western Highlands Network	18	192.70	19	96.28	21	111.87	1	58.50											59	130.64
Broughton Hospital Total		153	121.57	148	98.32	115	95.86	117	77.10	117	81.47	91	83.06	95	69.47	90	20.22	119	33.38	1,045	77.88
Central Regional Hospital	Alliance Behavioral Healthcare	79	86.35	94	133.42	92	95.24	129	107.15	110	78.21	112	57.58	155	76.14	128	600.38	206	94.44	1,105	146.61
	Cardinal Innovations Healthcare Solutions	35	121.97	41	118.18	29	117.89	37	76.09	32	52.44	33	114.51	35	104.34	22	107.11	42	107.79	306	103.00
	CenterPoint Human Services	10	52.35	9	195.26	13	181.01	12	84.67	18	103.78	24	121.01	10	1,029.43	12	138.06	21	135.21	129	196.67
	CoastalCare	1	3.00	2	0.00			2	40.79							1	n/a	7	22.96	13	22.30
	East Carolina Behavioral Health	1	0.00	1	n/a	1	0.00							1	n/a	2	24.58	1	8.00	7	11.43
	Eastpointe	4	67.22	1	96.75	2	32.71	2	206.00			2	46.96			1	n/a	1	142.42	13	92.02
	MeckLINK Behavioral Healthcare			1	0.00	1	n/a													2	0.00
	Partners Behavioral Health Management	1	0.00	1	458.08					1	156.75	1	4.00			1	113.42	2	430.13	7	227.50
	Sandhills Center	66	128.09	80	143.25	88	127.24	88	107.32	57	78.07	54	360.41	49	91.32	34	96.63	36	105.20	552	136.65
	Smoky Mountain Center					3	24.29	3	31.54	2	31.54	2	134.92					1	56.75	8	62.61
Central Regional Hospital Total		197	102.13	230	136.30	226	113.42	273	101.63	220	76.78	228	139.16	250	128.66	201	414.40	317	100.64	2,142	139.36
Cherry Hospital	Alliance Behavioral Healthcare	29	68.19	33	71.58	23	75.91	20	69.16	21	74.92	22	86.57	34	422.79	22	62.78	30	30.71	234	111.81
	Cardinal Innovations Healthcare Solutions	1	n/a																	1	n/a
	CoastalCare	42	69.23	63	72.04	58	72.05	53	62.44	40	66.25	47	75.83	47	68.18	41	53.18	54	64.16	445	67.74
	East Carolina Behavioral Health	22	82.25	34	52.28	32	74.99	30	80.04	15	40.76	24	79.53	22	53.24	14	166.47	31	62.08	224	71.49
	Eastpointe	72	92.66	56	78.08	76	94.81	69	133.50	51	95.17	70	55.33	60	77.20	63	103.16	64	63.49	581	88.49
	MeckLINK Behavioral Healthcare															1	0.00			1	0.00
	Partners Behavioral Health Management	2	178.92			1	41.50							1	119.50			1	483.83	5	200.53
	Sandhills Center	4	81.29	3	74.04	4	138.28	6	134.16	8	151.44			1	0.00	2	338.08	1	147.67	29	131.74
Cherry Hospital Total		172	83.12	189	70.10	194	82.61	178	96.84	135	80.06	163	69.62	165	136.48	143	91.15	181	61.85	1,520	84.47
Grand Total		522	98.79	567	103.67	535	98.43	568	95.66	472	78.82	482	102.97	510	122.90	434	231.49	617	77.89	4,707	108.66

**What the data DOES include:**

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting; from the time the ED submitted necessary paperwork/information to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types

**What the data DOES NOT include:**

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed
- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital

Western Highlands merged with Smoky Mountain Center October 1, 2013.